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INTRODUCTION TO THE TENNESSEE REGULATORY AUTHORITY

February 1, 2002

The Honorable Don Sundquist Governor, State of Tennessee

The Honorable John S. Wilder Lt. Governor

The Honorable Jimmy Naifeh Speaker of the House of Representatives

Members of the General Assembly

It is a pleasure to present you the Annual Report of the Tennessee Regulatory Authority for Fiscal Year 2000-2001. This report has been prepared in accordance with Tennessee Code Annotated § 65-1-211.

Within this report you will find highlights of the activities in which the TRA has been engaged during this past fiscal year. You will be able to review a budget summary, a breakdown of the accomplishments of each division and an abstract of the minutes of all TRA Directors' Conferences for the fiscal year.

The TRA is successfully managing the increased caseload resulting from passage of both the Tennessee Telecommunications Act of 1995, (Public Chapter 408) and the United States Telecommunications Act of 1996, while continuing to provide consumer services and ensuring the safety of Tennessee's natural gas distribution system.

At the present time there are 100 certified competing local exchange carriers in Tennessee. These companies are serving 10% of the total lines available to competitors and 28% of the business lines available to competitors. Fostering competition in the telecommunications industry will continue to be the hallmark of the TRA.

As we enter the second half of the fiscal year, we look forward to the many challenges that will arise. We also look forward to another year of support and encouragement from you.

We have endeavored to make this report thorough, informative and easily understood. If you have any questions or would like additional information, please feel free to contact us.

Respectfully submitted,

Sara Kyle, Chairman Lynn Greer, Director Molvin Malone, Director

INTRODUCTION TO THE TENNESSEE REGULATORY AUTHORITY



In 1995, the General Assembly passed legislation to create the Tennessee Regulatory Authority (Authority), a governing body to regulate utilities in the state of Tennessee. The Authority's mussion is to promote the public interest by halancing the interests of utility consumers and providers while facilitating the transition to a more competitive environment.

Leadership for the Authority is comprised of three Directors, each of whom is appointed to serve a six-year term. Chairman Sara Kyle was appointed by Speaker Jimmy Naifeh; Director Lynn Greet was appointed by Governor Don Sundquist; and Director Melvin Malone was appointed by Lt. Governor John Wilder. Every two years the Directors themselves elect a chairperson.

INTRODUCTION Cont.

OUR MISSION

The mission of the Tennessee Regulatory Authority is to promote the public interest by balancing the interests of utility consumers and providers while facilitating the transition to a more competitive environment.

This mission is fulfilled through the functions of economic regulation, regulatory oversight, and service regulation and consumer assistance.

Economic Regulation — The Authority provides an accessible and efficient regulatory process that is fair and unbiased. And we ensure that the regulatory process results in fair and reasonable rates while offering rate-based regulated utilities an opportunity to earn a fair return on their investments.

Regulatory Oversight — The Authority provides appropriate and necessary regulatory oversight to protect consumers and facilitate the development of fair and effective competition in the provision of telecommunications services.

Service Regulation and Consumer Assistance — The Authority protects and educates the public in the changing environment of competition among utilities by becoming a consumer service focused agency. We also inform utility consumers regarding utility matters and expedite the resolution of disputes between consumers and utilities.

OUR PHILOSOPHY

To function with the highest degree of ethics, serving before the public with accountability and openness. To carry out our regulatory duties with diligence, while operating in a competent, effective, and efficient manner. In serving the public, we will balance the interests of consumers, regulated entities, and others, while maintaining a standard of excellence. This is accomplished by remaining technically up-to-date, utilizing modern state-of-the-art communications tools, computer systems and equipment, which allows for the responsive and accurate processing of consumer information, regulatory data, industry audits, inspection results, and requests for service.

www.state.tn.us/tra

The Tennessee Regulatory Authority is available on the World Wide Web at www.state.tn.us/tra. The web site contains a wide spectrum of information and services for consumers as well as for the utilities under our jurisdiction.

Visitors to our web site will find resources that encompass the scope of our duties related to the companies that we regulate and the consumer programs under our direction. A sample of what's available includes:

Consumer Information — Whether a person wishes to register for the Tennessee "Do Not Call" program, learn about the reasons for area code changes, file a consumer complaint, or learn about our telephone assistance programs, it can all be found under the "consumer information" listing on our homepage.

Divisional Information — Information about each division is located under the "TRA Divisions" section of the site. There you will find each division's mission statement, along with a brief description of that division's function within the Authority.

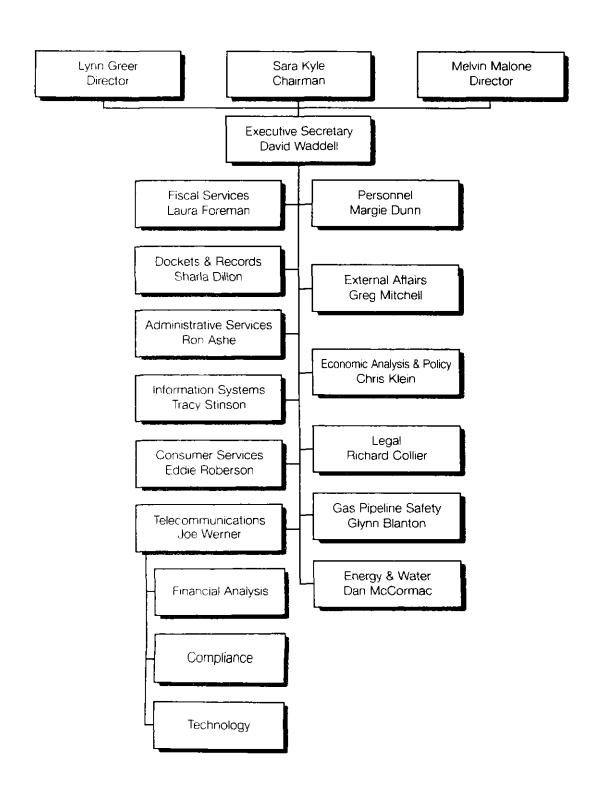
Regulatory Cases — Visitors can track the progression of a case online through the "Electronic Fileroom." Updated daily, there are over 2,000 dockets cataloged for review. And to make searching for documents easier, a keyword search engine has been added to accelerate the search process.

Conference Agendas — To coincide with our bi-monthly Authority conferences, an online version of our conference agenda is posted weekly on our site. To access a copy, go to the "Electronic Fileroom" and locate "Final Conference Agenda."

TRA News — Under "Press Releases' visitors will find information about recent Authority decisions.

Miscellaneous — Past and present TRA reports, TRA procedural Rules and Regulations, pertinent information related to gas pipeline news and utility applications and procedures, TRA Appeals and Petitions to the FCC, as well as TRA Orders can also be found online.

TENNESSEE REGULATORY AUTHORITY



INTRODUCTION Cont.

The Authority has jurisdiction over public utilities including:

electric companies, telephone companies, water companies, and natural gas companies

Pursuant to T.C.A. § 65-4-104, statutory responsibilities include making rules for utility operations, utility rates, and regulating gas safety standards. Quasi-judicial powers allow the Authority to decide the granting of operating authority and to adjudicate conflicts and controversies arising from utility operations.

Financially independent of the General Fund, the Authority's operational expenses are covered wholly by the industries it regulates, with a small portion coming from the federal government.

As of June 30, 2001, the Authority was budgeted for 90 positions. The Divisions and staff members are as follows:

Directors Directors' Staff Executive Secretary Consumer Services Energy & Water Gas Pipeline Safety Information Systems Legal Telecommunications	3 Directors 6 members 11 members 15 members 5 members 7 members 4 members 9 members 20 members
No.	20 members 4 members 6 members

90 staff members

Staff of the Authority includes accountants, administrators, attorneys, consumer specialists, economists, engineers, information systems and computer specialists, a public information officer, and office support.

UTILITIES UNDER THE AUTHORITY'S JURISDICTION

Listed below are the approximate number of utilities under the jurisdiction of the Tennessee Regulatory Authority as of June 30, 2001.

Electric	3
Natural Gas Companies	6
Water & Waste Water	12
munications	
Competing Telephone Service Providers	100
Customer Owned-Coin Operated Telephone Providers	233
Incumbent Telephone Companies	18
Interexchange Carriers (IXCs)	4
Local Service Resellers	92
Resellers and Operator Service Providers	295
Apartments* Direct Sales*	17 23
	37
Housing Authorities*	
v = v · · · ·	3
Intrastate Pipeline*	
Intrastate Pipeline LNG Operators LNG	5
Intrastate Pipeline* LNG Operators* Mobile Home Parks*	<u> </u>
Intrastate Pipeline* ENG Operators* Mobile Home Parks* Miscellaneous Master Meters*	1 74
Intrastate Pipeline* LNG Operators* Mobile Home Parks*	1

^{*} These entiries are regulated by the Authority only to ensure compliance with Minimum Federal Safety Standards for the transmission of natural gas.

EXECUTIVE SECRETARY'S OFFICE

K. David Waddell Executive Secretary

MISSION: To coordinate the activities of the Authority and ensure that matters brought before it are handled in a fair and impartial manner, always moving toward improving services to the people served by the authority.

The Executive Secretary, in accordance with T.C.A. § 65-1-209, serves as the chief administrative officer of the Authority with the power and duty to conduct ordinary and necessary business in the name of the Authority. The specific duties of the Executive Secretary include:

- Subject to review by the Directors, employ and provide general supervision for such personnel as may be required to effect the purpose of the Authority;
- Serve as custodian of the Authority's official records by keeping a full and accurate record of all the proceedings and transactions of the Authority:
- Prepare annual budget;
- Supervise the expenditure of funds and compliance with all applicable provisions of state and federal law in receipt and dishursement of funds;
- Recommend to the Directors such rules and policies as are necessary and appropriate to efficiently and economically
 provide for the internal management of the Authority;
- Administer, monitor and review the operating procedures of each division of the Authority;
- Ensure that each division of the Authority fully executes in an efficient manner the separate duties and responsibilities assigned to each:
- Coordinate and expedite matters pending before the Authority.
- * Prepare and distribute Directors' Conference Agendas.
- Schedule hearings;

In order to carry out these responsibilities, the Executive Secretary's office is divided into four areas: Dockets and Records, Personnel Office, Public Information, Fiscal and Administrative.

The Dockets and Records Section, under the direction of Sharla Dillon, has the following responsibilities:

- Process all filings by regulated companies and other parties;
- ◆ Maintain lists of all pending dockets;
- Arrange transcription of hearings;
- Maintain permanent records of all hearings; and

EXECUTIVE SECRETARY'S OFFICE

The Personnel Office, under the direction of Margie Dunn, performs all functions relating to human resource management including:

- Maintain personnel records:
- Coordinate training for Authority staff;
- Implement affirmative action plans;
- Coordinate insurance and retirement matters; and
- Prepare payroll.
- Arrange transcription of hearings;

The Office of External Affairs, under the direction of Greg Mitchell, performs the following functions:

- Write press releases regarding actions taken by the Authority;
- Prepare Authority reporting materials for the General Assembly;
- Publish a quarterly newsletter;
- Promote Authority website development;
- Coordinates Speaking Engagements:
- Monitors and maintains legislative relations;
- Develops and maintains the Authority's public awareness efforts.

The Fiscal Office, under the direction of Laura Foreman, performs the following functions:

- Supervises accounts payable/receivable;
- Oversees the agency's procurement functions;
- Audit and control expenditures;
- Maintain all fiscal reports for security purposes.
- Collect and deposit receipts.

The Administrative Section, under the direction of Ron Ashe, performs the following functions.

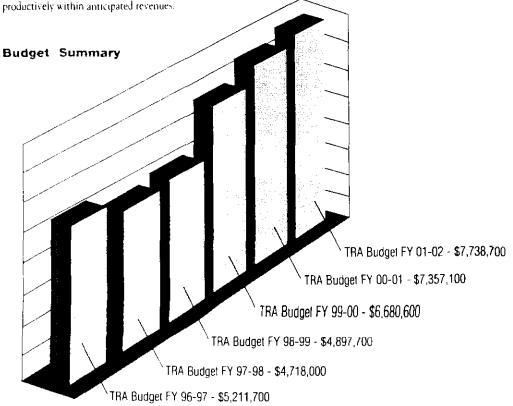
- Oversees all printing, form production and printed material inventories.
- Maintains an inventory of all equipment and supplies.
- Supervises the maintenance of the building and grounds by coordinating with property management, housekeeping and security personnel.
- ♦ Supervises the records management program.

BUDGET SUMMARY APPROPRIATIONS, FEES AND EXPENSES

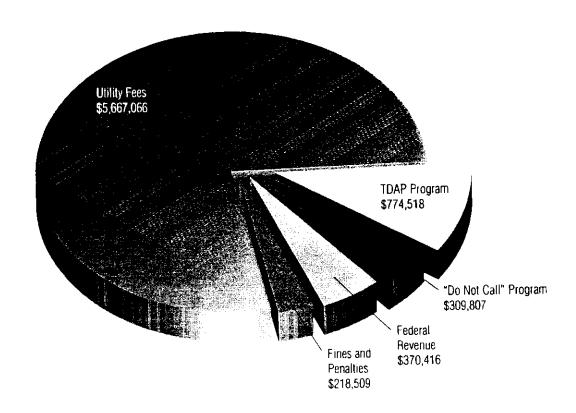
The TRA began fiscal year 2000-2001 (FY01) with a budget of \$7,357,100 which was a 10.1% increase over the FY00 budget of \$6,680,600. Over half of the increase (\$346,900 or 5.2%) was due to the statewide salary increases and related costs effective July 1, 2000. The balance of the increase granted was to enable the Agency to manage the ever increasing number of issues before the Agency. While actual expenditures increased 20.4% from \$5,345,746 to \$6,434,211 for the same period, the revenues received for the period increased 6.8% from \$6,869,872 to \$7,340,316. Of the \$906,105 excess in revenues over expenditures, \$471,914 is the result of the Telecommunications Devices Access Program, the use of which is governed by specific legislation.

The majority of the revenues collected by the TRA are derived from utility inspection fees. These inspection fees are based on annual gross intrastate revenues and are paid by the public utilities to defray the cost of regulation by the TRA. Since the inception of the TRA on July 1, 1996, inspection fees have increased an average of 7.3% annually. During FY01 \$5,667,066 of the total revenue received was from inspection fees. In addition to the inspection fee revenue, the TRA received \$370,416 in federal revenue, \$309,807 in registration fees from telemarketers for the "Do No Call" program, \$774,518 in contributions to the "Telecommunications Devices Access Program." and \$218,509 in fines and penalties. All of these funds are deposited in the Public Utilities Account.

The budget for FY02 is \$7,738,700 of which 100% will be funded by revenues received from sources other than the General Fund of the State of Tennessee. Therefore, the Authority is financially sound and is able to operate efficiently and



REVENUE OF TRA FY 2000-2001



Total Revenue \$7,340,316

ABSTRACT OF MINUTES

The Abstract of Minutes of the Authority submitted hereafter covers the period from July 1, 2000 to June 30, 2001.

The minutes of the Authority are kept on permanent file in the office of the Executive Secretary. These are available to the public for inspection at all times. In addition to paper files, the TRA maintains an electronic file room on its web page (www.state.tm.us/tra). All documents filed since 1-1-99 are available for viewing and printing. The Official Minutes show every action taken by the Authority. The Abstract of Minutes is recorded in permanent bound volumes and prepared in a manner permitting immediate reference to the actions of the Authority. The following data is submitted in connection with each item of business:

- Docket Number
- Name of Applicant/Petitioner
- Subject Marter of Application/Petitioner
- Date of Final Order
- Summary of Authority's Action

ABSTRACT OF MINUTES (cont.)

An abstract or condensation of the Minutes is as follows:

VOLUME OF PROCEEDINGS BEFORE THE AUTHORITY FOR FISCAL YEAR ENDING JUNE 30, 2001

	FY 97	FY 98	FY 99	FY 00	FY 0
Total Number of Filings	375	702	1454	1808	1925
Tariffs Reviewed	316	444	438	588	691
Interconnection and Resale Agreements Approved	42	69	81	87	146
COCOT Authorities Issued	212	62	48	41	36
Reseller Certificates Approved	78	91	134	87	41
Number of Conferences	27	25	26	26	24
Hearings	60	86	53	84	86
Hearing Days	35	100	55	76	75
Final Orders Issued	174	212	445	336	472
Orders on Appeal	5	6	6	7	17



Joseph T. Werner Chief

Mission: To provide the directors of the TRA with the detailed analysis needed to make informed decisions on issues related to the development of competitive markets and the preservation of affordable prices for telecommunications services in Tennessee.

In 1995, the Tennessee General Assembly revised the laws for regulating relecommunications in Tennessee. A year later Congress re-wrote the Federal telecommunications laws in the first major rewrite of Federal telecommunications laws since 1934. Both the State and Federal acts introduced competition in local telephone markets, called for reduced regulation, and directed the preservation of universal telephone service. While the new laws establish the basic framework for achieving these goals, state and federal regulators, like the TRA, are responsible for adopting the rules, regulations, policies and enforcement, mechanisms to implement the legislative framework.

With the passage of State and Federal legislation introducing local telephone competition, the role of regulators in this area has changed dramatically. Previously, the primary responsibility of telecommunications regulators was to set rates and prices based on accounting data and financial forecasts. Now, the primary focus of regulators is on developing a competitive marketplace while maintaining affordable prices. A large part of the work done by the Telecommunications Division is now dictated by the statutory requirements of the Telecommunications Act of 1996 and mandates by the Federal Communications Commission. Regulators now serve as referees, arbitrators and mediators to resolve disputes between competitive carriers. The Telecommunications Division is now addressing such unprecedented issues as breaking down the telephone network into its individual components and pricing each component, certifying new entrants into the local telephone market, establishing a universal service fund to maintain affordable telephone rates and resolving disputes between providers.

Implementing the requirements of the new laws is proving to be an arduous, yet challenging responsibility. To prepare the detailed analysis needed for the directors to make informed decisions not only requires a strong financial background but also knowledge of the relephone network. The Telecommunications Division now consists of eighteen employees including a telecommunications engineer, four CPAs and three economists. The Telecommunications Division works in concert with the Economic Analysis, Consumer Services and Legal Divisions in formulating recommendations on telecommunications issues before the TRA.

Still, Tennesseans are seeing significant competitive activity in the business segments of the local telecommunications markets despite a large number of new entrants that have declared bankruptcy, ceased operations or otherwise experienced significant financial difficulties from the dramatic decline in capital dollars now available to these new entrants. As of June 30, 2001, one hundred (100) facilities based competitors were certificated to provide local telephone service in the state, with twenty-eight (28) of these providers offering services in Tennessee. These 28 competitors serve 335,598 lines in Tennessee, primarily business customers in the State's four (4) largest metropolitan areas. This represents 10% of Tennessee's total lines open to competition and 28% of the business lines subject to competition. On June 30, 2001, new market entrants had invested \$489 million in equipment and facilities in Tennessee since the passage of these new laws. In contrast, on December 31, 1996 only six (6) facilities based competitors were offering local telephone service in Tennessee, serving 300 lines. In 1996, competitors had invested \$56 million in equipment and facilities. Fifty-six (56) resellers are also providing local service to 33,480 lines. The majority of those lines are residential lines in the metropolitan areas.

Like previous years, the 2001 fiscal year was an exciting year for the Telecommunications Division. Below is a list of some of the major activities of the Telecommunications Division during the fiscal year.

Arbitrations of Interconnection Agreements.

- The Authority arbitrated five (5) interconnection agreements and one hundred thirty seven (137) interconnection issues between competing local exchange carriers and BellSouth. The 1996 Federal Telecom Act allows parties to request arbitration or mediation from state regulatory commissions after the parties have negotiated for at least 135 days. Among the issues arbitrated were performance standards for the provision of wholesale services, intercarrier compensation for reminating calls of another provider, collocation requirements and terms and conditions regarding the availability of unbundled network elements.

Interconnection Complaints.

Resolved ten (10) formal interconnection disputes between competing carriers and incumbent providers. In most cases, the Authority was asked to interpret the language and requirements of the interconnection agreement signed by the parties. Five (5) of these complaints concerned whether intercarrier compensation was owed on calls to Internet Service Providers (ISPs). The authority has consistently ruled that intercarrier compensation is due on calls to ISPs. BellSouth appealed each of these complaints to Federal District Court.

Agreements to Interconnect the Networks of New Entrants with the Networks of Existing Telephone Companies.

- For multiple providers of telephone services to exist, there must be compatibility between providers so that customers of the different providers may call each other. Both the State and Federal telecommunications acts require all providers of telecommunications to interconnect their facilities with the facilities of other carriers. During the fiscal year, the Telecommunications Division reviewed seventy-two (72) interconnection agreements, twenty-one (21) Commercial Mobile Radio Service interconnection agreements, fifty-two (52) resale agreements and one (1) Commercial Mobile Radio Service resale agreement.

Unbundled Network Element Pricing

• The Federal Telecom Act requires the Bell Operating Companies to "unbundle" their networks so that new providers can purchase network elements from the incumbent providers in order to provide competing services. During the fiscal year, the Authority issued five (5) orders addressing numerous issues relevant to establishing prices for unbundled network elements including the establishment of interim rates for line sharing which permits consumers to obtain voice communications and high-speed Internet access from the carrier of their choice over the same line.

Certification of Competitive Carriers

 Analyzed and approved the application of thirty-seven (37) companies requesting designation as facility-based competitive local exchange carriers including certification of Memphis Network, an affiliate of Memphis Light Gas and Water. The Telecommunications Division also reviewed thirteen (13) resellers of local telephone service and twenty-eight (28) resellers of long distance service during the fiscal year.

• Review of Contract Service Arrangements

One of the ways that incumbent local exchange carriers have responded to the impending local telephone competition is by offering special pricing arrangements to selected customers. These arrangements, offered to large and medium-sized business customers, provide discounted prices to customers who commit to continue using BellSouth's service for a specified period of time, typically two to four years. BellSouth has offered over 306 contract service arrangements since 1995. In 2001, the Authority adopted rules regarding contract service arrangements including limitations on termination penalties.

• Small and Minority Owned Business Plans

 Enforced T.C.A. § 65-5-212 by collecting 224 Small and Minority Owned Business Plans from certificated providers of telecommunications services and collecting required contributions to the fund.

♦ Tariff Review

Reviewed 691 tariff filings by telecommunications companies to introduce new services or to revise the rates, terms
and conditions of existing services.

◆ Pay Telephone Certification

Registered 36 payphone providers and 3,934 payphones during the fiscal year. The Authority also established cost-based rates for payphone access lines per the directives of the Federal Communications Commission (FCC).

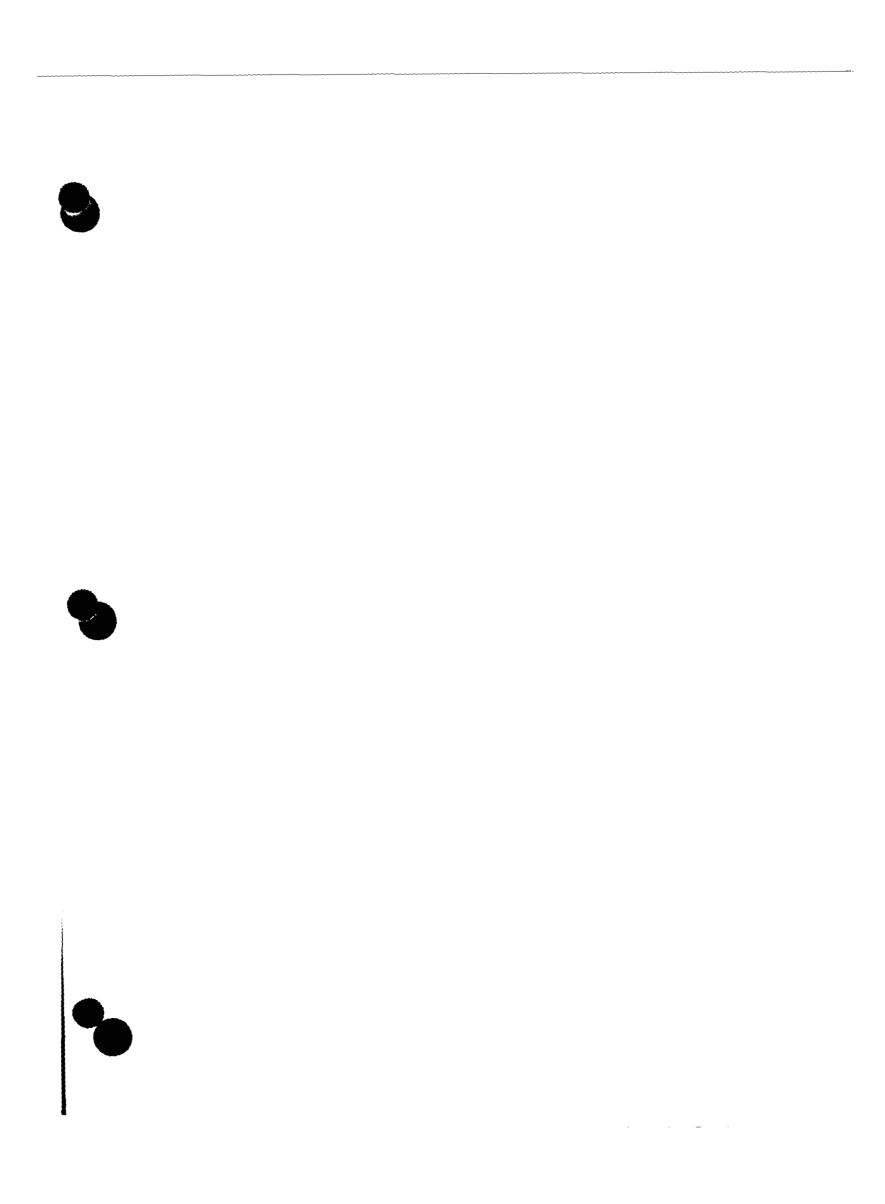
- Incumbent Local Exchange Carriers
- Competitive Local Exchange Carriers (Facilities Based)
- Telephone Cooperatives (Not regulated by the TRA)
- Local Service Resellers92
Long Distance Resellers
- Long Distance Companies (Facilities-Based)4
- Pay Telephone Providers 233
- Pay Telephones
- Interconnection Agreements between Competitive Local Exchange and Incumbent Carriers
- Resale Agreements between Local Resellers and Incumbent Carriers
- Interconnection Agreements between Commercial Mobile Radio Services (CMRS) and Incumbent Carriers56
- Resale Agreements between Commercial Mobile Radio Service (CMRS) and Incumbent Carriers

Competitive Local Exchange Companies Certified by the TRA (As of October 31, 2001)

- 1. 360networks (USA)
- 2. Access Integrated Networks
- 3. Accutel Communications
- 4. Accutel of Texas
- 5. Actel Integrated Communications
- 6. Adelphia Business Solutions of Nashville
- 7. Adelphia Business Solutions Operations
- 8. Aeneas Communications
- 9. Alec. Inc.
- 10. Allied Riser of Tennessee
- 11. Alltel Communications
- 12. American Communication Svs. of Chattanooga
- 13. American Fiber Systems
- 14. Arbros Communications Licensing Co., SE
- 15. AT&T Communications
- 16. BellSouth BSE
- 17. Ben Lomand Communications
- 18. Birch Telecom of the South
- 19. BlueStar Network
- 20. Broadplex
- 21. Broadslate Networks of Tennessee
- 22. Broadstreet Communications
- 23. Brooks Fiber Communications of Tennessee
- 24. Business Telecom
- 25. CaroNer
- 26. CCTN. Inc. d/h/a Connect!
- 27. Century Tel Solutions
- 28. Cinergy Communications
- 29. Citizens Telecommunications Company
- 30. Connect!LD
- 31. CTSI, Inc.
- DIECA Communications d/b/a Covad

- 33. Digital Teleport
- 34. DSLnet Communications
- 35. Eagle Communications
- Electric Power Board of Chartanooga
- 37. Enron Broadband Services
- 38. Essex Communications
- 39. Evolution Networks South
- 40. Gabriel Communications of Tennessee
- 41. Global Crossing Local Services
- 42. Global NAPs Gulf
- 43. ICG Telecom Group
- 44. IDS Telcom
- 45. IG2, Inc.
- 46. Intermedia Communications
- 47. ITC^DeltaCom Communications
- 48. JATO Operating Two Corp.
- 49. KMC Telecom III
- 50, KMC Telecom V
- 51. Knology of Tennessee
- 52. LCI International Telecom d/b/a Qwest
- 53. LecStar Telecom
- 54. Level 3 Communications
- 55. Lightyeat Communications
- 56. Madison River Communications
- 57. Maverix.com
- 58. Maxcess, Inc.
- MCG Communications f/k/a Mpower
- 60. MCI WorldCom Communications
- 61. MCImetro Access Transmission Services
- 62. McLeod USA Telecommunications
- 63. Memphis Network
- 64. Metromedia Fiber Network Services

- 65. Metropolitan Fiber Systems of Tennessee
- 66. Momentum Business Solutions
- 67. NA Communications
- 68. NationNet Communications
- 69. Navigator Telecommunications
- 70. Network Plus
- 71. Network Telephone Corporation
- 72. New Edge Network
- 73. New South communications
- 74. NOS Communications
- 75. Nu Vox Communications
- 76. One Point Communications
- 77. Premiere Network Services, Inc.
- 78. Owest Communications Corp.
- 79. Rhythms Links
- 80. Sprint Communications Company
- 81. TCG MidSouth
- 82. Telepak Networks
- 83. Tele-SyS, Inc.
- 84. Teligent Services
- 85. Time Warner Telecom
- 86.Touch America
- 87. US West Interprise America d/b/a Qwest
- 88. US LEC of Tennessee
- 89. US TelePacific Corp.
- 90. Verizon Select Services
- 91. VIVO-TN
- 92. Williams Communications
- 93. WinStar Wireless
- 94. XO Tennessee
- 95. Xspedius Corp.
- 96. Zephion Networks
- 97. Z-Tel Communications



COLLOCATION

BellSouth provides legally binding terms and conditions for collocation in its interconnection agreements and SGATs in Tennessee. BellSouth permits the collocation of equipment that, under this Commission's definition, is "necessary" for interconnection or access to UNEs. BellSouth also offers CLECs the opportunity to cross-connect with other collocated CLECs in conformance with the *Collocation Remand Order*. BellSouth provisions physical and virtual collocation in accord with the intervals approved by the TRA.

Collocation is readily available, as evidenced by the fact that BellSouth has provisioned 413 physical collocation sites in 59 central offices in Tennessee. BellSouth has also provisioned 11 virtual collocation sites in Tennessee. From May through July 2002, BellSouth met the applicable benchmarks for *every* collocation measure and submetric in Tennessee.

BellSouth maintains a publicly-available document on its Interconnection Website that lists all central offices where collocation space has been exhausted. BellSouth updates this document within 10 days of an event, such as space assignment for collocation or use by BellSouth, that exhausts collocation capacity in a particular premises (i.e., leaves less than a single bay of collocation space).